

Wise Choice Exclusive Styles Ltd

Client Care & Booking Policy

Welcome Message

Welcome to Wise Choice Exclusive Styles Ltd, your luxury beauty salon for Hair, Nails, Wigs, Cosmetics, and Beauty Treatments. We're delighted to have you with us. Every visit is special, and we're committed to providing a calm, relaxing, and professional experience that helps you look and feel your best. Please take a moment to review our friendly booking and service guidelines below.

Appointments

Please arrive 5-10 minutes early to relax and prepare for your appointment. If you're running late, please let us know as soon as possible. We'll always do our best to accommodate you, though your treatment time may need to be adjusted slightly to respect the next client's booking. Walk-ins are welcome when available, though we encourage advance bookings to guarantee your preferred time.

Deposits & Payments

A £20 deposit is kindly required to confirm your appointment. Your deposit will be deducted from your total service cost on the day of your visit. Before making your deposit payment, we kindly ask that you contact us to confirm the full service charge for your chosen service. This ensures transparency, clarity, and a smooth experience tailored to your needs. Deposits are fully refundable if you cancel or reschedule at least 72 hours (3 days) before your appointment. If cancellations are made within 72 hours, or if you miss your appointment, the deposit becomes non-refundable. We accept card, cash, or online payments for your convenience.

Service Policy

We want you to enjoy the best results possible. Please make sure your nails, hair, or skin are in good condition before your appointment. Kindly let us know if you have any allergies, sensitivities, or medical conditions before your service so we can take extra care. Every client is unique, and results may vary depending on hair texture, nail strength, or skin condition.

UK Beauty & Safety Compliance

Clients Under 16 Years Old

We care deeply about client safety. In line with UK beauty guidance, we do not provide gel or acrylic nail enhancements for clients under 16 years old. Younger clients may enjoy a simple polish or light nail art with a parent or guardian present and written consent provided. We reserve the right to gently decline any treatment that could affect nail health or safety.

Clients Receiving or Recovering from Chemotherapy

Your wellbeing is our top priority. If you are currently undergoing or have recently completed chemotherapy or radiotherapy, please let us know. These treatments can make nails and skin more sensitive, so we may recommend natural nail care or gentle alternatives instead of gels or enhancements. If needed, we may ask for medical clearance before certain services, simply to ensure your safety and comfort.

Hygiene & Care

Your health and comfort come first. All our tools and equipment are thoroughly cleaned, sterilised, and sanitised after every use. Our salon environment is designed to be calm, relaxing, and spotless—a place you can truly unwind. In rare cases, we may respectfully decline a treatment if we believe it could affect your wellbeing.

Cancellations & Refunds

We completely understand that plans can change—life happens! If you need to reschedule or cancel, please do so at least 72 hours in advance. Deposits are refunded in full with 72 hours' notice. Once a service has been completed, refunds are not available, though we'll gladly make adjustments within 3 days if there's any issue.

Photos & Social Media

We love celebrating our clients' transformations! Occasionally, we may ask to take a photo or short video (with your permission) for our portfolio or social media. If you prefer not to appear in photos, please let us know—we fully respect your privacy.

General

By booking, you confirm that you have read, understood, and agree to our policy. Our policies are designed to create a respectful, fair, and professional experience for every client. Wise Choice Exclusive Styles Ltd may update these terms from time to time to reflect best practice and care standards.

Thank You

We're truly grateful for your trust and support. Your loyalty inspires us to keep offering excellence, elegance, and comfort in every service we provide. We can't wait to welcome you soon for a wonderful beauty experience.

Contact Information

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